

PLEASE POST CONSPICUOUSLY
WATERTOWN CIVIL SERVICE COMMISSION
ANNOUNCES

EXAMINATION OPEN TO THE PUBLIC

FOR

INFORMATION SERVICES TECHNICIAN
EXAM NUMBER 62-492

Examination Date: June 3, 2006

Last Filing Date: Applications must be postmarked no later than May 3, 2006

Salary: \$38,000 - \$43,000

Application Fee: \$15.00

The eligible list resulting from this examination will be used to fill appropriate vacancies as they occur in the Watertown City School District.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in electronic data processing, computer science, or related field **and** four (4) years of experience in computer network administration or the operation of electronic data processing equipment involving programming and systems analysis activities, two (2) years of which shall have been in a supervisory capacity; **or**
- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in electronic data processing, computer science, or related field **and** six (6) years of experience in computer network administration or the operation of electronic data processing equipment involving programming and systems analysis activities, two (2) years of which shall have been in a supervisory capacity; **or**
- (C) An equivalent combination of training and experience as outlined by the limits of (A) and (B) above.

DUTIES: This is an administrative and technical position involving responsibility for planning,

directing, and coordinating information processing operations for the City School District. The work is performed under the general direction of the Assistant Superintendent with considerable leeway allowed in planning work programs, procedures, methods, and schedules for the equipment. Supervision is exercised over all subordinate computer operations and audiovisual personnel. The incumbent does related work as required. **A complete job description is available from the Civil Service Commission.**

SUBJECT OF EXAMINATION: You must pass a **written test** with a score of 70 or higher to be considered for appointment. The written test is designed to evaluate knowledge, skills, and/or abilities in the following areas:

- 1) IT Supervisory Simulation Exercise:** The simulation exercise requires the candidates to assume the role of a supervisor in a computer services unit. The exercise will require candidates to respond to supervisory situations and problems similar to those which could be encountered as a first-line supervisor in a typical office setting. The candidates will be required to indicate actions he or she would take in response to information presented in the simulation exercise. The situations presented may include, but are not necessarily restricted to assigning and reviewing work, evaluating performance of employees, maintaining work standards, motivating and developing employees, implementing procedural change, increasing efficiency and dealing with problems of absenteeism, morale or discipline.
- 2) Principles and practices of LAN administration:** These questions test for knowledge of procedures and terminology applicable to administering a local area network (LAN). They cover such subjects as installing, configuring and upgrading a network; establishing user accounts and assigning access rights; monitoring network performance and troubleshooting; dividing networks and linking to other networks; creating and documenting procedures for users; and establishing and maintaining network security. The questions are not specific to any particular LAN.
- 3) Maintenance and repair of microcomputers and related equipment:** These questions test for knowledge of the operating principles and characteristics of microcomputers and related peripheral equipment and the proper maintenance, troubleshooting, and repair procedures to use on microcomputers and related peripheral equipment.
- 4) Principles of providing user support:** These questions test for knowledge and skill in working in a user support situation. They cover such subjects as how to communicate effectively with users requesting help; how to deal with different types of situations; troubleshooting techniques; and how to gather, organize and make available technical information needed to provide support.

This examination will be prepared and rated in accordance with Section 23.2 of the Civil Service Law. The provisions of the New York State Civil Service Law and rules and regulations dealing with the preparation and rating of examinations will apply to this examination.

CALCULATORS: Calculators are allowed for this examination, candidates are permitted to use quiet, hand-held, solar or battery-operated calculators. Devices with typewriter keyboards

such as computers, spell checkers, personal digital assistants, address books, language translators, dictionaries, or any similar devices are prohibited.

VETERANS' CREDIT: Veterans or disabled veterans who are eligible for additional credit must submit an application for veterans' credit available from the Civil Service Commission. Applications for veterans' credit may be submitted with your application for examination or at any time before the new eligible list is established. Candidates currently serving in the armed forces may apply for conditional veterans' credits in examinations. Candidates who apply for such credit must provide proof of military status. It is the responsibility of the candidate to provide appropriate documentary proof indicating that the service was in time of war, as defined in Section 85 of the New York State Civil Service Law, and that the candidate received an honorable discharge or was released under honorable conditions. No credit may be granted after the new eligible list is established.

In conformance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duty shall be entitled to receive an additional ten (10) points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in the City of Watertown, please inform the Civil Service Commission at the time you submit your application.

INFORMATION FOR CANDIDATES

HOW TO APPLY: Applications may be obtained from and must be filed at the Watertown Civil Service Commission, Room 201B Municipal Building, 245 Washington Street, Watertown, New York. Applicants must answer every question on the application and make sure it is complete in all respects. Incomplete applications will be disapproved. Falsification of any part of the application will result in disqualification. Applications must be postmarked no later than May 3, 2006.

CROSS FILERS: If you have applied for any other civil service examinations to be given on the same test date for employment with New York State or any other local government jurisdiction excluding New York City, you must make arrangements to take all the examinations at one test site. If you have applied for **both** state and local government examinations, you must make arrangements to take all your examinations at the state examination center by calling (518) 457-7022 no later than two weeks before the test date. If you have applied for other local government examinations, call or write to each civil service agency to make arrangements. You must make your request for these arrangements no later than two weeks before the date of the exams. You must notify each local civil service agency at which test site you wish to take your examination.

APPLICATION FEE: A fee of \$15.00 is required for each examination for which you apply. Fees must accompany your application and are payable to the City Comptroller, Room 203 Municipal Building. **No refunds will be made for any reason.** Please make sure you meet the minimum qualifications for any examination for which you apply.

EXCEPTIONS TO FEE REQUIREMENT: Application fees may be waived for any candidate who is either an unemployed head of household or receiving Supplemental Security Income (SSI) or public assistance in the form of Safety Net (formerly Home Relief) or Family Assistance (formerly Aid to Dependent Children) from a state or local social service agency. Individuals wishing to claim this waiver must certify on their applications that they are receiving public assistance, the type of assistance they are receiving, the agency providing the assistance, and their case number. Such claims are subject to verification and if not supported by appropriate documentation are grounds for barring appointment.

RESIDENCY: There is no residency requirement for this examination; however, preference in appointment from the eligible list may be given to residents of the City of Watertown.

SPECIAL ACCOMMODATIONS: Persons with disabilities and Saturday religious observers requiring special arrangements or accommodations for testing must note this on their applications. Please be sure to complete Section D on page 4 of the application.

ELIGIBLE LIST: The duration of the eligible list may be fixed for a minimum period of one (1) year and a maximum period of four (4) years. As employment opportunities arise, appointments from the eligible list will be made from the top three candidates willing to accept appointment. A promotional examination for this title will be held at the same time as the open competitive exam. The eligible list resulting from the promotional exam will be used first.

LOCATION OF EXAM: Candidates will be notified in writing of the time and location of the written exam. Call the Civil Service Commission at 785-7733 if you do not receive your admission notice at least three business days prior to the date of the exam.

The City of Watertown is an Equal Opportunity Employer and as such offers equal opportunities for all qualified applicants with no discrimination as to race, color, creed, sex, or national origin.

THIS ANNOUNCEMENT IS AVAILABLE ON THE INTERNET AT: www.watertown-ny.gov

Date Issued: March 20, 2006

Elizabeth Morris

**Executive Secretary
Civil Service Commission**